

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Board of Pardons and Parole	1	25	1	27
	0	20	0	20
Customer Company Total	1	25	1	27
	0	20	0	20

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Board of Pardons and Parole	1 0	25 0	1 0	27 0
Customer Company Total	1 0	25 0	1 0	27 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Board of Pardons and Parole	1 0.00	25 0.04	1 0.73	27 0.06
Customer Company Total	1 0.00	25 0.04	1 0.73	27 0.06

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Board of Pardons and Parole	1 0	25 0	1 0	27 0
Customer Company Total	1 0	25 0	1 0	27 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Board of Pardons and Parole	1 0.33	25 0.09	1 0.73	27 0.12
Customer Company Total	1 0.33	25 0.09	1 0.73	27 0.12

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Detail

INC000000357845	Clark A Harms	None	None	None		TIR Missed:	No	TIR:	0.73
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Medium	Closed	TTR Missed:	No	TTR:	0.73
INC000000358025	Julie K Brown	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000358527	Dave Franchina	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000359566	Cathy Crawford	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	
INC000000359929	Clark A Harms	None	None	PGP		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	High	Closed	TTR Missed:	No	TTR:	0.33
INC000000359979	Shanna Wettstein	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.16
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000361134	Julie K Brown	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361924	Julie K Brown	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361999	Cathy Crawford	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.51
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.51
INC000000362061	Ann Galvan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362989	Kym Chaplin	None	None	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365376	Megan B Hess	None	None	Utah Department of Corrections		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	
INC000000365785	Melissa Stapley	None	None	Utah Department of Corrections		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365798	Kym Chaplin	None	None	Utah Department of Corrections		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.52
INC000000365801	Kym Chaplin	None	None	None		TIR Missed:	No	TIR:	0.29
	Metro C Help Desk	Chris Olson	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.29
INC000000365862	Megan B Hess	None	None	Utah Department of Corrections		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000365940	Ann Galvan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000366112	Ann Galvan	PC/Laptop	None	Microsoft Windows XP Professi		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000366406	Brett Varoz	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367129	Ann Galvan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367283	Kym Chaplin	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000367344	Dave Franchina	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000368122	Ann Galvan	None	None	Adobe Acrobat		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000368568	Julie K Brown	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369970	Dona Kim	Application	Error	Offender Tracking		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000372133	John Green	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000372478	Julie K Brown	Telecom	None	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	TTR:	0.00